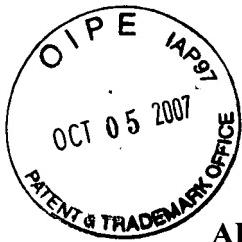


SHIPMAN
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IN THE ABSTRACT

Please see amended Abstract on a separate page.



ABSTRACT OF THE DISCLOSURE

Preferably for use in a directory enquires system, ~~the invention provides~~ a method and system are provided for processing user records to determine common entries ~~therebetween~~between them. When two user records are determined to store common information then link data is generated (18)and stored in each user record-(22) indicating a link between the two records. This link information is then used in subsequent searching (20)of the user records to determine the most likely result from a list of possible results obtained from a search of the user records. In a directory enquiries system (14)the user records contain user ID and telephone number details as well as address book data of each user's friends, family, or other acquaintances. The address book data is used to determine whether a link between user records should be formed.